### Really Listening

"The usual state of mind is not capable of listening seriously to a position that is in contradiction to one's own."



The point is whether it is possible for people really to talk. If you now look around and see how people talk in different situations, you'll see that they are holding non-negotiable positions. Occasionally they get into a confrontation and fight, but what usually happens is that they have simply learned skillfully to avoid touching such positions. Therefore, the talk is superficial.





Dialogue is a way of observing, collectively, how hidden values and intentions can control our behavior, and how unnoticed cultural differences can clash without our realizing what is occurring.

We have to begin with people who are open enough to start the dialogue. We cannot begin with those who don't want to.



#### Dialogue

Really listening to another person, without reacting or even intending to respond. A stream of meaning flowing among, through and between us, creating a new understanding.

#### In dialogue:

- a) Nobody is trying to win
- b) It is about discovering your basic assumptions
- c) It is about reflection, inquiry and advocacy

### Dialogue REALLY LISTENING

- Suspend certainties
- Listen between the lines
- Stop talking and listen to yourself
- Listen to your listening
- Be aware of your own thoughts and feelings
- Observe nonverbal behavior
- Maintain peripheral attention
- Don't interrupt! Be still beyond your own tolerance level

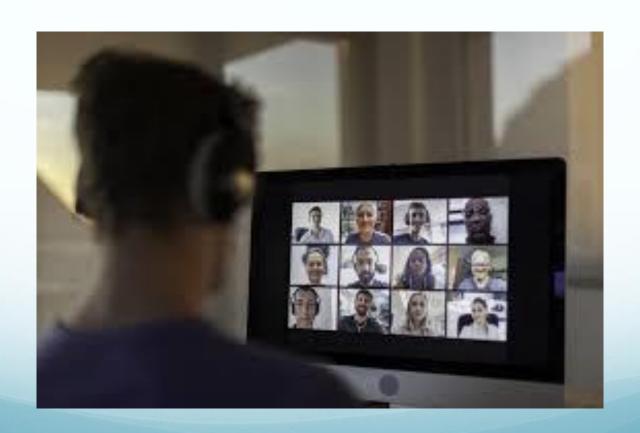
The object of a dialogue is not to analyze things, or to win an argument, or to exchange opinions.

Rather, it is to suspend your opinions and to look at the opinions — to listen to everybody's opinions, to suspend them, and to see what all that means.

If we can see what all of our opinions mean, then we are sharing a common content, even if we don't agree entirely.



# The Purpose is Not to Solve a Problem but to Participate Together



## QUESTIONS

If you want to know more about any of these topics or have questions about how you can engage at your organization. Give me a call or drop me an e-mail.

We would appreciate your FEEDBACK.

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#### Thank You

This presentation was developed and presented by 3WIRE Consulting Group.

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